



Department of Veterans Affairs **Office of Inspector General**

LISA VAN HAEREN
DIRECTOR OF THE CLAIMS AND FIDUCIARY
DIVISION, OFFICE OF AUDITS AND EVALUATIONS,
OFFICE OF INSPECTOR GENERAL
US DEPARTMENT OF VETERANS AFFAIRS



Lisa Van Haeren has been with the VA Office of Inspector General (OIG) for more than 14 years and was appointed Director of the Claims and Fiduciary Division in the Office of Audits and Evaluations in January 2022. Ms. Van Haeren leads 14 staff in performing oversight of the Veterans Benefits Administration (VBA). This oversight includes reviewing all aspects of the disability claims process for both veterans and their dependents.

Ms. Van Haeren started her federal career with VBA in 2000 as a veterans service representative at the VA Regional Office in St. Petersburg, Florida. Following a series of promotions, she transitioned to the OIG in May 2009. Between 2009 and 2015, she served as a benefits inspector and was instrumental in creating the OIG's first-ever Benefits Inspection program. Ms. Van Haeren developed 15 inspection protocols that were effectively used to perform reviews of VBA for over 6 years. As a result of her success, she was promoted to inspection manager in 2015. Ms. Van Haeren has received two awards from the Office of Audits and Evaluations: the Benefits Inspector of the Year in 2014 and Employee of the Year in 2017. Furthermore, her division has been honored with four Council of Inspectors General on Integrity and Efficiency Awards for Excellence, highlighting their exceptional work within the Inspector General community.

Ms. Van Haeren has conducted over 50 reviews of critical VBA systems and initiatives, along with numerous evaluations of VBA programs. Her reports encompass a wide range of areas, including compensation, pension, death benefits, and fiduciary management. Additionally, Ms. Van Haeren has presented multiple congressional briefings to the US House and Senate Veterans Affairs Committees and the US Senate Special Committee on Aging.

Ms. Van Haeren graduated from the University of South Florida in 2000, with a Bachelor of Science degree in finance.